

## **SNAP Replacement Benefits - Frequently Asked Questions**

### **1. What do I need to do to get the replacement benefits?**

To be eligible for the replacement benefits, the household must:

- Have received SNAP benefits in the month of May;
- Have been without power for 12 hours; or
- Have experienced other household misfortunes that have caused the loss of food;

and sign an affidavit attesting to the loss.

### **2. How long will it take for me to receive the benefits?**

DHS will process the request as soon as possible, however, it could take up to 10 days to verify and approve.

### **3. What if I didn't receive SNAP benefits before now? How can I get help?**

Individuals that did not receive SNAP benefits during the month of May can apply online at <https://faonlineapp.dhs.tn.gov/>, or in person at the office locations listed below:

#### **North Branch Office**

3230 Jackson Ave.

Memphis, TN 38120

Office Hours: 7:00 am - 4:30 pm

#### **Welles Branch Office**

3360 South Third Street

Memphis, TN 38109 Phone: (901) 344-5040

Office Hours: 7:00 am – 4:30 pm

### **4. Where do I apply for replacement SNAP benefits?**

At your local Department of Human Services office

### **5. Can I receive replacement SNAP benefits if I'm not a current SNAP recipient?**

No, to be eligible for the replacement benefits, the household must:

- Have received SNAP benefits in the month of May;
- Have been without power for 12 hours; or
- Have experienced other household misfortunes that have caused the loss of food

**6. Who can I call for questions about replacement SNAP benefits?**

Call the Family Assistance Service Center at 1-866-311-4287 or your local Family Assistance county office.

**7. Is there a way to apply for replacement SNAP benefits online?**

Not at this time

**8. The line is so long. Can you mail me an application?**

The affidavit can be mailed, however, the benefits cannot be issued until DHS is in receipt of the signed affidavit and the outage has been verified.

**9. I filled out the affidavit but I have not received my replacement benefits, how much longer will it take?**

DHS will process the request as soon as possible, however, it could take up to 10 days to verify and approve.

**10. I am disabled. Can I apply over the phone?**

A request can be made via phone and the affidavit will be mailed to the household. However, the benefits cannot be issued until we are in receipt of the signed affidavit and the outage has been verified.

**11. If my benefits were closed this month or last month can I get the replacement SNAP?**

No, replacement benefits are available to SNAP recipients that received the benefit in the month of May. Individuals that do not currently receive SNAP benefits can apply online at <https://faonlineapp.dhs.tn.gov/>, or in person at the local DHS office.

**12. Can I apply for replacement benefits over the phone?**

A request can be made via phone and the affidavit mailed to the household. However, the benefits cannot be issued until DHS is in receipt of the signed affidavit and the outage has been verified.

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